User Guide

BT FREELANCE XD 510

Welcome...

to your BT Freelance XD 510 Digital Cordless Telephone Answering Machine

- 12 minutes digital recording time.
- Access your messages from any other modern telephone.
- The 50 name and number directory makes it simple to store and dial your most frequently used numbers.
- Use Caller Display and the 20 numbers Calls list to see who is calling before you pick up the phone and keep track of incoming calls.
- Redial any of the last 5 numbers dialled from the redial list.
- As a Digitally Enhanced Cordless Telephony (DECT) product, your BT Freelance XD 510 provides digital quality call clarity.

This User Guide provides you with all the information you need to get the most from your phone.

Before you make your first call you will need to set up your phone. Follow the simple instructions in 'Getting Started', on the next few pages.

- **Need help?**

  If you have any problems setting up or using your BT Freelance XD 510 please contact the Helpline on 0870 605 8047.

  Alternatively, you may find the answer in 'Help' at the back of this guide.

Got everything?

- BT Freelance XD 510 handset
- BT Freelance XD 510 base
- 2 x AAA NiMH rechargeable batteries
- Mains power adaptor
- Telephone line cord
- Belt clip

In addition

If you have purchased a BT Freelance XD 510 multiple pack you will have the following for each additional handset:

- BT Freelance XD 510 additional handset
- BT Freelance XD 510 charger
- 2 x AAA NiMH rechargeable batteries
- Mains power adaptor
- Belt clip

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Getting started

WARNING
Do not place your BT Freelance XD 510 in the bathroom or other humid areas.

Handset range
The BT Freelance XD 510 has a range of 300m outdoors when there is a clear line of sight between the base and the handset. When there is no clear line of sight between the handset and the base, e.g. the base is indoors and the handset is either indoors or outdoors, the range could be reduced to 50m. Thick stone walls will severely affect the range.

Signal Strength
The icon on your handset display indicates when you are in range of the base.

When it flashes and you hear a warning beep, you are out of range and will need to move closer to the base.

IMPORTANT
Do not connect the telephone line until your handset is fully charged.

The base must be plugged into the mains power at all times.

Location

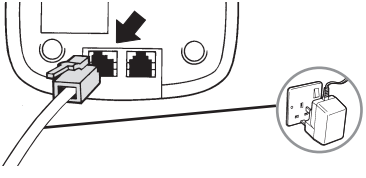
You need to place your BT Freelance XD510 within 2 metres of the mains power socket and telephone socket so that the cables will reach.

Make sure it is at least 2-3 metres away from other electrical appliances to avoid interference.

Your BT Freelance XD 510 works by sending radio signals between the handset and base. The strength of the signal depends on where you site the base. Putting it as high as possible ensures the best signal.

Connecting the base

1 Plug the jack of the mains power adaptor into the power socket on the back of the base and connect the other end to the mains power. The green Power/In Use light comes on.



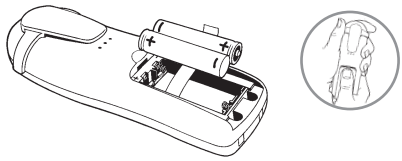
Which socket?

Power socket

Telephone line socket

Preparing the handset

1 Insert the 2 x AAA rechargeable batteries supplied, taking note of the polarity markings inside the battery compartment, then slide the battery compartment shut.



The display will show HANDSET 1, to show it is registered to the base.

2 Place the handset on the base to charge. You will hear a long beep and the red charging light on the base will come on. You should let the batteries charge continuously for at least 16 hours.

For BT Freelance XD 510 multiple pack owners only:

Location

You need to place your BT Freelance XD 510 chargers within reach of a mains power socket.

WARNING
Never use non-rechargeable batteries. Only use the approved batteries. Using unapproved batteries will invalidate your guarantee and may damage the telephone.

The charging light will remain lit even when the batteries are fully charged.

Battery charge levels

Battery low warning

If the handset battery symbol is empty, you will hear a warning beep every 10 seconds, you will need to recharge your handset before you can use it.

Battery low warning
If the icon is displayed and you hear a warning beep every 10 seconds during a call, you will need to recharge your handset before you can use it.

Battery performance
To keep the batteries in the best condition, leave the handset off the base for a few hours at a time. Running the batteries right down at least once a week will help them last as long as possible. Please note, that new NiMH batteries do not reach full capacity until they have been in normal use for several days.

The charge capacity of rechargeable batteries will reduce with time as they wear out, thus reducing the talk/standby time. Eventually they will need replacing. New batteries are available from the BT Freelance XD 510 Helpline on 0870 605 8047.

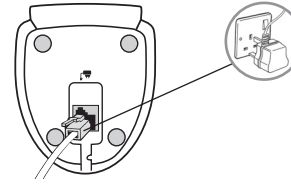
After charging your handset for the first time, subsequent charging time for the batteries is approximately 6-8 hours a day. Batteries and case may become warm during charging, this is normal.

Under ideal conditions, the handset batteries should give about 12 hours talk time or 150 hours standby on a single charge. (This does not mean you can unplug the base or leave it for this length of time without charge.)

Connecting the chargers and charging the handsets

1 On each charger:

Plug the mains power adaptor with the red connector into the power socket on the underside of the charger and connect the other end to the mains power.



2 On each handset:

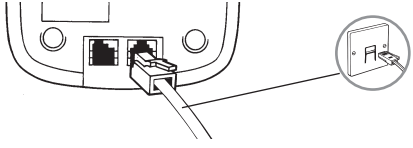
Insert the 2 x AAA rechargeable batteries supplied, taking note of the polarity markings inside the battery compartment, then slide the battery compartment shut.

The display will show the handset number, e.g. HANDSET 2, to show it is registered to the base.

3 Place the handset on the charger. The red charging light comes on. You should let the batteries charge continuously for at least 16 hours.

Connecting to the telephone line

Plug the telephone line cord into the socket on the back of the base and connect the other end to the telephone wall socket.



Setting the day and time

The message counter on the base unit will flash between 0 and C until the day and time are set.

You must set the day and time on your main handset, HANDSET 1.

Once you set the day and time, your BT Freelance XD 510 will automatically add the day and time to all messages and memos received. When you first switch the power on, the clock is set to Sunday, 12.01PM.

1 Press Menu ✓ *twice*.

2 Press 0. You will hear, *"To set day and time press *, to hear day and time press #"*.

When you press Menu ✓ *twice*, the main menu options are automatically announced through the handset earpiece.

Checking the day and time
Press 8 to check the day and time.

Day setting
1 = Sun, 2 = Mon through to 7 = Sat.

Time setting
1415 = 2.15pm or
0915 = 9.15am

If you enter the day and time incorrectly, you will hear, *"Incorrect, please set again"*. If no button is pressed for 15 seconds, or if you enter the day and time incorrectly three times, the handset will return to standby.

3 Press * . You will hear *"Please enter new day and time after the tone"*.

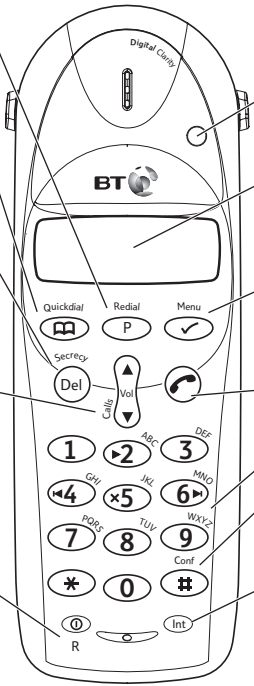
After the tone enter the day, followed by the time using the 24 hour clock.

4. You will then hear your setting confirmed. Press Del *twice* to return to standby.

Your BT Freelance XD 510 is ready for use and the answering machine is switched on ready to record any new messages.

Getting to know your phone

Handset buttons



Redial/Pause
To redial one of the 5 last numbers called.
Also used to enter a pause in a stored number.

Quickdial
Use to access the 50 names and numbers stored in the Quickdial phonebook.

Delete/Secrecy
Use to delete incorrect digits and Calls list numbers.
Also used to mute your voice so the caller cannot hear you talk to someone close by.

Calls/Volume
Use to adjust the handset earpiece speech volume and handset and base ringer volume.
Also used to access and scroll through the Calls list
Use to scroll through the Quickdial phonebook and redial list.

Recall/Power
For use with a switchboard/PBX and BT Calling Features.
Also used to switch the handset on or off.

In Use light
Indicates when the phone is ringing or in use.

Handset display
Display shows you the name and number you have dialled and status of the handset.

Menu/Tick
Use to access and select the options in the menu.
Use to confirm selections.

Talk
Use to make, receive and end calls.

Keypad

Conference
Allows you to hold a three-way conversation.

Internal
To make internal calls between handsets registered to the base and to transfer an external call to an another handset.

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Sample standby screen – These are where the handset icons will appear.

Handset 1
Displays the number of the handset at all times.
page 26

Idle screen

Handset display icons – These are the symbols you will see on your handset's screen.

Icon	Steady	Flashing
EXT	External line in use	Incoming call
INT	Internal call	Internal call from another handset
	New call in Calls list*	
EXT INT	3 way conversation in progress	
	Battery exhausted	
	Battery weak	
	Battery half-full	
	Battery full	
	Phonebook	
	Menu in use	
	Handset linked to base	Out of range or searching for base

* For these features to work, you must subscribe to your network provider's Caller Display service.

Base buttons

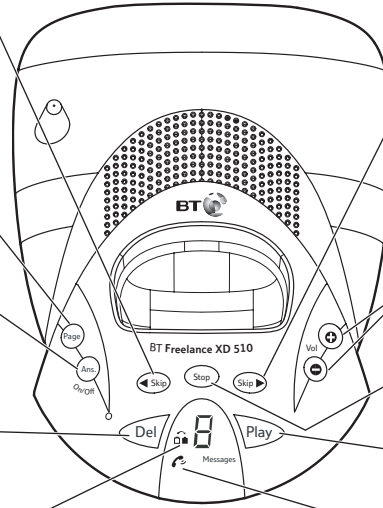
Skip backward
Lets you skip backwards through your messages and memos.
Use to switch the audible message alert on or off.
Use to select your Answer and Record outgoing message.

Page
Press to page the handset(s).

Answer on/off
Switches the answering machine on and off.
Use to select your outgoing message.

Delete
Deletes recorded messages and memos.

Charging light
Comes on to indicate charging when the handset is on the base.



Skip forward
Lets you skip forward through your messages and memos.
Use to set the answer delay.
Use to select your Answer Only outgoing message.

Volume + -
Use to adjust the loudspeaker volume.

Stop
To stop message playback.

Play
Lets you play and pause your messages.

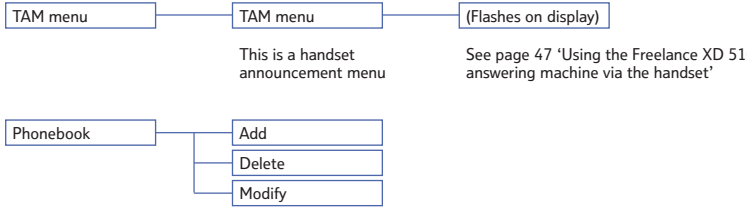
Power/In Use light
Flashes when the handset is in use.

Menu map

Press Del to go back to the previous menu level.

Press *and hold* Del at any time to return to the standby display.

After 30 seconds if no buttons are pressed the handset will automatically return to standby.



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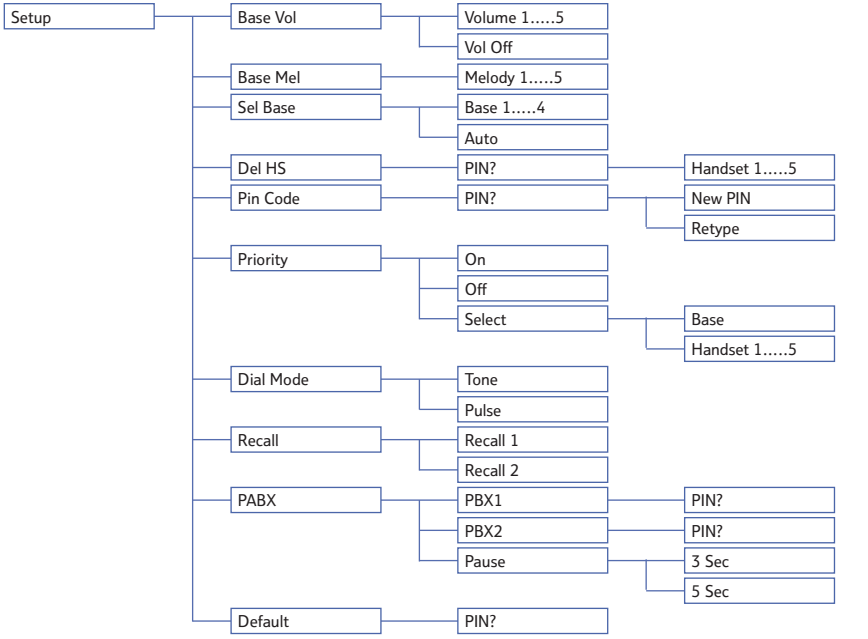

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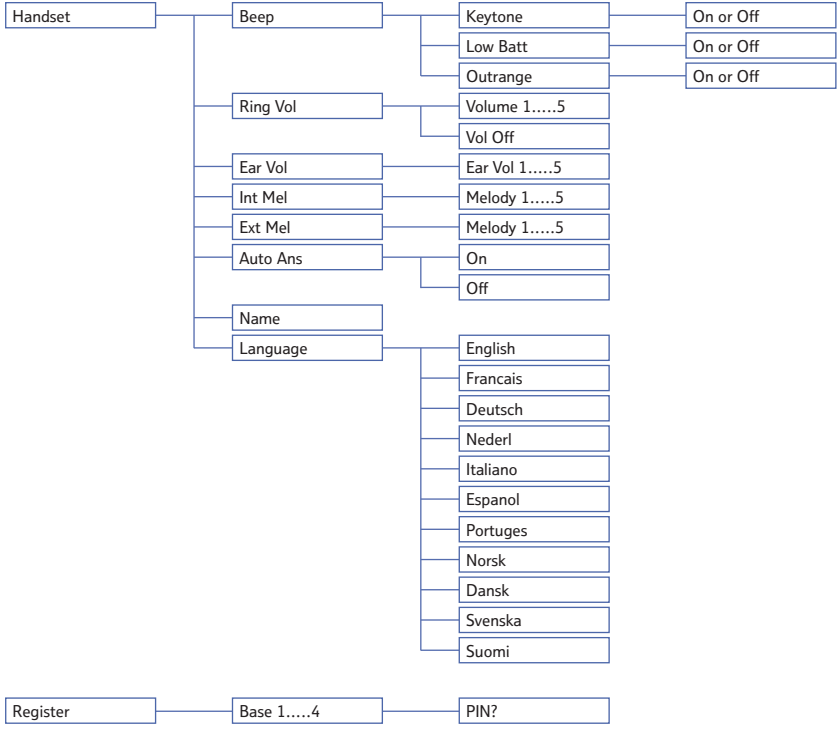

Using the phone

Switching the handset on and off

1. Press *and hold* R to switch the handset off.

   To switch on again, press *and hold* R again.

Making an external call

1. Press . When you hear the dial tone enter the number you want. The display shows the EXT icon.

Preparatory dialling

1. Enter the number first. The number is shown in the display.
2. Press to dial.

Press Del to delete any incorrect digits.

End a call

1. Press or place the handset back on the base.

Call timer
Your handset will automatically time the duration of all external calls.

The call duration is displayed both during your call and for a few seconds after it is complete

Receiving calls with Caller Display
If you have subscribed to a Caller Display Service, the number (and name if stored in the phonebook) will be displayed.

Receiving calls

When the phone rings the display will show CALL and the EXT icon will flash.

1. Press to answer the call or, if the handset is on the base, simply lift it and speak.

Earpiece volume

There are 5 volume levels you can select from.

During a call:

1. Press or until you reach the required level.

In idle mode:

1. Press Menu.
2. Press until HANDSET is displayed and press Menu.
3. Press until EAR VOL is displayed. and press Menu.
4. Press or button until you reach the required level, then press Menu.
5. Press *and hold* Del to return to standby.

Redial

You can redial any of the 5 last numbers called.

1. Press Redial P then ▲ or ▼ to scroll through the redial list.
2. Press ☎ to dial a displayed number.

If you have stored a name with the number in the phonebook, the name will be displayed instead.

Secrecy

During a call you can speak to someone nearby without your caller hearing you.

1. During a call, press Secrecy Del. The display shows MUTE and your caller cannot hear you.
2. Press Secrecy Del *again* to resume your call.

50 Name and number Phonebook

On each handset, you can store up to 50 of your most frequently used names and numbers in the Phonebook for quick dialling. Stored numbers can be up to 20 digits and names up to 8 characters.

Entering names:
Use the keypad letters to enter names, e.g. to store the name TOM:

Press 8 *once* for T.

Press 6 *three times* for O.

Wait for the cursor to move across.

Press 6 *once* for M.

Press ×5 to delete an incorrect digit.

Press 1 *once* to insert a space, *twice* for a - (hyphen), or *three times* for the number 1.

Store a name and number

1. Press Menu to enter the menu, then ▼ until the display shows PHONEBK and press Menu.
2. ADD is displayed, press Menu.
3. NAME? is displayed. Enter the name you want using the keypad, then press Menu to confirm.
4. NUMBER? is displayed. Enter the telephone number for the name then press Menu to confirm.
5. Press Menu to continue storing names and numbers in the phonebook, or press *and hold* Secrecy/Del to return to standby.

Enter a pause in a number

You may want to enter a pause when storing international numbers, charge card numbers or if you are connected to a switchboard. (For more information on switchboard use, *see page 65*.)

1. When storing a number, where you require a pause, press *and hold* Redial/P until a P is displayed.

Dial a number

1. Press Quickdial.
2. Use ▲ or ▼ to display the entry you want.

   Or

   To search alphabetically, press the relevant keypad number, e.g. for TOM, press 8 and scroll through the entries under T.
3. Press ✆ to dial a displayed entry.

Edit a name and number

1. Press Menu ✓ to enter the menu.
2. Press ▼. PHONEBK is displayed, press Menu ✓.
3. Press ▼ to scroll to MODIFY and press Menu ✓.
4. Use ▲ or ▼ to find the name you want to edit and press Menu ✓.
5. Edit the name, using Secrecy Del to delete any incorrect letters and the keypad to enter new letters.
6. Press Menu ✓ to store the new name. You will hear a confirmation beep and the number will be displayed.

For help with entering names, *see page 20*.

7. Edit the number, using Del to delete any incorrect digits and the keypad to enter new digits.
8. Press Menu to store the new number. You will hear a confirmation beep.
9. Press *and hold* Del to return to standby.

Delete a name and number

1. Press Menu to enter the menu.
2. Press ▼. PHONEBK is displayed, press Menu.
3. Press ▼ to scroll to DELETE and press Menu.
4. Use ▲ or ▼ to find the name for the entry you want to delete and press Menu.
5. The number for the entry is displayed, press Menu. CONFIRM? is displayed, press Menu.
   You hear a confirmation beep and the number is deleted.
6. Press *and hold* Del to return to standby.

Paging handsets

You can alert handset users that they are wanted, or locate a missing handset. You will need to lift the handset off the base unit to access the Page button which is situated underneath the handset.

Paging calls cannot be answered by a handset.

1. Press Page on the base. The handset(s) will ring and the display on each handset will show INT and flash 0000.

To stop paging:

1. Press Page *again*.

Or

Press any button on the handset.

Handset settings

Keypad beeps

Default setting for keypad beeps is ON.

Each time you press a button on the handset keypad, you will hear a beep to confirm the button press. These beeps can be switched on or off.

1. Press Menu to enter the menu.
2. Press ▼ to scroll to HANDSET and press Menu.
3. BEEP is displayed, press Menu.
4. KEYTONE is displayed, press Menu.
5. Use ▲ or ▼ to select ON or OFF and press Menu. You will hear a confirmation tone.

Handset ringer volume

Default handset ringer volume is level 5.

There are 5 ringer volume levels to choose from or, you can switch the ringer off.

1. Press Menu to enter the menu.
2. Press ▼ to scroll to HANDSET and press Menu.
3. Press ▼ to scroll to RING VOL and press Menu. The current volume is played and displayed.

4. Use ▲ or ▼ to select the required volume – VOLUME 1-5 or VOL OFF.
   You will hear a sample ring.
5. Press Menu ✓. You will hear a confirmation tone.

Handset ringer melody

There are 5 melodies to choose from and you have the option to choose a different melody for external and internal calls.

Default setting is handset ringer melody 1.

1. Press Menu ✓ to enter the menu.
2. Press ▼ to scroll to HANDSET and press Menu ✓.
3. Press ▼ to scroll to INT MEL or EXT MEL and press Menu ✓.

   The current melody is played and displayed.
4. Use ▲ or ▼ to select the melody you want.
   You will hear a sample melody.
5. Press Menu ✓. You will hear a confirmation tone.

Auto-talk

If you set Auto-talk to ON, when you receive an incoming call and the handset is on the base or charger, you can pick it up to answer the call. You do not need to press .

1. Press Menu to enter the menu.
2. Press to scroll to HANDSET and press Menu.
3. Press to scroll to AUTO ANS and press Menu.
4. Use or to select auto-talk ON or OFF.
5. Press Menu. You will hear a confirmation tone.

Handset name

If you have more than one handset, you may find it helpful to personalise each handset by giving it a name.

1. Press Menu to enter the menu.
2. Press to scroll to HANDSET and press Menu.
3. Press to scroll to NAME and press Menu.

4. Press Del to delete the existing name. Then enter the name you want using the keypad and press Menu. You will hear a confirmation tone.

Press Del to delete any incorrect characters.

Handset language

You can change the language used on the handset display. You can choose from English, Francais, Deutsch, Nederl, Italiano, Espanol, Portuges, Norsk, Dansk, Svenska, Suomi.

1. Press Menu to enter the menu.
2. Press ▼ to scroll to HANDSET and press Menu.
3. Press ▼ to scroll to LANGUAGE and press Menu.
4. Use ▲ or ▼ to scroll through the language options.
5. Press Menu to select the displayed language. You will hear a confirmation tone.

To change the handset language back to English

1. Press Menu.
2. Press ▼ *three times*, then press Menu.
3. Press ▲ or ▼ until ENGLISH is displayed and press Menu *twice*.

Base settings

Base ringer volume

Default base ringer volume is level 5.

There are 5 ringer volume levels to choose from or, you can switch the ringer off.

1. Press Menu to enter the menu.
2. Press ▼ to scroll to SETUP and press Menu.
3. BASE VOL is displayed. Press Menu.
4. Use ▲ or ▼ to select the required volume – VOLUME 1-5 or VOL OFF.
   You will hear a sample ring.
5. Press Menu. You will hear a confirmation tone.

Base ringer melody

Default setting is base ringer melody 1.

There are 5 melodies to choose from.

1. Press Menu to enter the menu.
2. Press ▼ to scroll to SETUP and press Menu.
3. Press ▼ to scroll to BASE MEL and press Menu.
4. Use ▲ or ▼ to select the to select the melody you want. You will hear a sample melody.

5 Press Menu. You will hear a confirmation tone.

Select a base to use

If a handset is registered to more than one base, you can select which base to use. You can register your handset to up to 4 bases.

1. Press Menu to enter the menu.
2. Press ▼ to scroll to SETUP and press Menu.
3. Press ▼ to scroll to SEL BASE and press Menu.
4. Use ▲ or ▼ to select the base you want and press Menu.
   You will hear a confirmation tone.

See 'Registering your handset to another base', *page xx* for more information.

Change the base PIN

You will need to use your base PIN for registering handsets and for some other optional settings.

1. Press Menu to enter the menu.
2. Press ▼ to scroll to SETUP and press Menu.
3. Press ▼ to scroll to PIN CODE and press Menu.
   PIN? is displayed.

WARNING
If you change the base PIN, keep a record of the new number by writing it in the space provided on *page 70*.

4. Enter your 4-digit PIN (original setting 0000) and press Menu. NEW PIN is displayed.
5. Enter your new 4-digit PIN and press Menu. RETYPE is displayed.
6. Re-enter your new 4-digit PIN and press Menu. You will hear a confirmation tone.
7. Press *and hold* Del (Clear) to return to standby.

Handset and base reset

1. Press Menu to enter the menu.
2. Press ▼ to scroll to SETUP and press Menu.
3. Use ▼ to scroll to DEFAULT and press Menu. PIN? is displayed.
4. Enter the base PIN (original setting 0000) and press Menu. You will hear a confirmation tone at the base and handset.

   The handset display will flash BASE 1 then HANDSET 1.

   Your BT Freelance XD 510 is now reset to the factory settings.

Default settings are:

Feature	Default Setting
Earpiece volume	**3**
Handset & base ringer volume	**5**
Handset & base melody	**1**
PIN code	**0000**
Handset name	**HANDSET 1**
Handset language	**ENGLISH**
Keypad beeps	**ON**
Battery low indicator beeps	**ON**
Out of range warning beeps	**ON**
Auto-talk	**ON**
Dialling mode	**DTMF**
Pause after picking up line/dial out code	**3 seconds**
Phonebook	**Deleted**
Redial list	**Deleted**
Calls list	**Deleted**

Caller Display and the Calls list

IMPORTANT
To use Caller Display you must first subscribe to the service from your network provider. A quarterly fee is payable. For more information on BT's Calling Features, call BT free on **0800 800 150**.

When storing Phonebook numbers, make sure you store the full telephone number, including the area code, otherwise a name/number match will not be found.

Caller information not available
With some incoming calls the telephone number of the caller is not available and cannot therefore be displayed, instead you will see one of the following messages in the display:

UNAVAILA – number is unavailable

WITHHELD – caller has withheld their number

RINGBACK – Ringback call

OPERATOR – call has been made via the operator

PAYPHONE – caller is ringing from a payphone

INTERNAT – international call

If you subscribe to a Caller Display Service you will be able to see your caller's number on your handset display prior to answering the call. If your caller's name and number are stored in the Phonebook and a name/number match is found, you will see the name on the display instead.

Whether you take a call or not, the caller's details are stored in the Calls list. You can display, scroll through and dial numbers on the list and copy them into the phonebook.

Calls list

The Calls list contains the telephone numbers of your last 20 callers. New calls are indicated by the flashing ✱ icon. If a call is received when the Calls list is full then the oldest entry will be deleted automatically.

To view or call a Calls list number

1. Press ▼ to enter the Calls list. The ✱ icon is displayed.
2. Use ▲ or ▼ to scroll to the entry you want.

If the name of your caller has been stored in the phonebook, this will be displayed.

Press Menu to display the number.

Press Menu *again* to display the time the call was received.

3. Press to dial the number.

   Or

   Press Secrecy Del to go back to the Calls list.

To delete a Calls list number

1. Press to enter the Calls list.
2. Use or to scroll to the entry you want to delete.
3. Press Menu *repeatedly* until DELETE is displayed.
4. Press Menu *again* to confirm.
   The number is now deleted from the Calls list.

Delete all Calls list numbers

1. Press ▼ to enter the Calls list.
2. Press Secrecy Del. DEL ALL is displayed.
3. Press Menu ✓ to confirm. The display will show EMPTY for 2 seconds before returning to standby.

Store a Calls list number to the Phonebook

1. Press ▼ to enter the Calls list.
2. Use ▲ or ▼ to scroll to the entry you want and press Menu ✓.
   The display shows the date and time of the call.
3. Press Menu ✓ *again*, ADD is displayed.
4. Press Menu ✓, NAME is displayed.
   Enter a name using the keypad.
5. Press Menu ✓. The name and number are now stored in the phonebook and deleted from the Calls list.

For help with entering names, *see page 20*.

Setting up the answering machine

Your BT Freelance XD 510 can digitally record up to 12 minutes of messages, with each message lasting a maximum of 3 minutes. As well as recording incoming messages, you can record memos for other users.

You can operate your answering machine from:

- The base, *see page 45*.
- The handset, *see page 47*.
- Remotely, from any other Touchtone™ telephone, *see page 50*.

Your BT Freelance XD 510 comes with two pre-recorded outgoing messages, Answer and Record or Answer Only, but if you wish you can record your own.

You will need to set the day and time (if you have not already done so) so that you will know when each message was received, *see page 9*.

Base display

The base display shows symbols relative to your answering machine and the table below provides an explanation of what these symbols mean.

Symbol	Definition
(Blank)	Power off.
C-0 (flashing)	Day/Time needs to be set.
0-9	Answer-on mode, 0-9 messages.
9 (flashing)	10-59 messages. Indicates when more than 9 messages are stored.
– alternating with 0-9	Power on, but set to answer off mode. The display flashes between a dash and the number of messages saved in the memory.
A (flashing)	Handset menu or Remote access in use.
E (flashing)	Error.
F (flashing)	Memory full.
P (flashing)	Message paused.
P-1: Alternating between P & 1	When selecting or playing Answer & Record outgoing message.
P-2: Alternating between P & 2	selecting or playing Answer Only outgoing message.
r (flashing)	Message recording (memo, outgoing message or incoming message).
t or 2 to 9	Setting or reading answer delay.
8-0	Counting down.

Switch the answering machine ON/OFF

1. Press *and release* Ans. On/Off to switch ON or OFF.

   If you hear *"Answer on, your outgoing message is...."* the answering machine is switched on and is ready to answer incoming calls and record any messages.

   The display on the base shows the number of messages stored in the memory.

   If you hear *"Answer off"* the answering machine is switched off.

   The display on the base unit will flash between a dash and the number of messages saved in the memory.

If you have selected Answer Only mode the caller will hear an advisory announcement only, and will not be able to leave a message, *see page 39*.

Base loudspeaker volume

You can adjust the base loudspeaker volume from **0** (volume off) to **9**, plus **H** (maximum volume). The default level is **5**.

1. Press Vol ⊕ to increase the volume or Vol ⊖ to decrease the volume.

If you adjust the volume when the answering machine is not being used, a beep sounds at each press. When the volume reaches its highest or lowest levels two beeps will sound.

Answer delay

For more information on Time Saver setting, *see page 51*.

Answer delay sets the number of times your BT Freelance XD 510 will ring before the answer machine picks up your call and starts playing the outgoing message.

You can change this setting to between 2-9 rings. The default setting is 6 rings.

1. Press *and hold* Skip▸ until the current setting is announced, then *release*.
2. Press *and release* Skip▸ to scroll through the settings, until you reach the setting you want. With each press the option will be announced and shown on the base display.

   When you hear the setting you want, do not press the Skip▸ button *again*. After a short delay your chosen setting will be announced again to confirm.

Check the answer delay setting

1. Press *and release* Skip►.
   The current setting will be announced and shown on the display.

Audible message alert

When you have new messages, with the audible message alert switched on, you will hear a beep every 10 seconds. The default setting is OFF.

The message alert beep is at the volume you have set for the loudspeaker.

With the answering machine ON and in standby mode:

1. Press *and hold* ◄Skip to change the setting.
   The prompt will announce *'Message alert on/off'* as appropriate.

Outgoing messages

The outgoing message is the message a caller first hears when the answering machine picks up their call. There are 2 pre-recorded outgoing messages to choose from (see note opposite) or you can record your own.

Answer and Record
The pre-set Answer and Record outgoing message, that allows your caller to leave a message, is "Hello, your call cannot be taken at the moment, so please leave your message after the tone".

Answer Only
The pre-set Answer Only outgoing message, where callers hear an announcement but cannot leave a message, is "Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later".

You can only record your own outgoing message via the handset.

When recording your Answer Only message, remember to advise your caller that they will not be able to leave a message.

To reinstate the pre-recorded message, *see page 43*.

Record your own outgoing message

Your Answer and Record outgoing message can be up to 3 minutes long and will replace the pre-recorded message.

Your Answer Only message can be up to 12 minutes long (maximum recording length). However, you should try to keep your message short to allow time for recording memos, or incoming messages when using Answer and Record mode.

1. Lift the handset.
2. Press Menu *twice*. You will hear the main menu announcement from the handset earpiece.
3. Press 8 to hear the outgoing message menu.
4. Press 3 to record your own Answer and Record outgoing message.

   Press 4 to record your own Answer Only outgoing message.

   You will hear, *'Please speak after the tone. To end recording, press hash'*.

5. After the tone, speak your message clearly into the handset. Press # to end recording.
   You will hear a long beep and your message will be played back to you.
6. You will then hear the message menu again, press *and hold* Delete Del to return to standby.

While recording ⌐ will flash on the base display.

⌐ will flash while your message plays back to you.

Check your outgoing message

Via the base:

1 Press Ans. On/Off.

You will hear either:

- *'Answer on, your outgoing message is...'* followed by your selected outgoing message.

Or

- *'Answer off'*. Press Ans. On/Off *again* and you will hear the outgoing message.

Via the handset:

1. Lift the handset.
2. Press Menu ✓ *twice*.

3. Press 8, you will hear *'To play outgoing message, press 2'*.
4. Press 2 and your selected outgoing message will be played.
5. Press *and hold* Del to return to standby.

Select the outgoing message

Via the base:

1. Press *and hold* Ans On/Off until you hear, *'Please select outgoing message'* then *release* the button.
2. To select Answer and Record, press *and release* ◄Skip.

   Or

   To select Answer Only, press *and release* Skip►.

   Your chosen message will be announced over the base speaker.

Via the handset:

1. Lift the handset.
2. Press Menu ✓ *twice*, then press 8.

3. To select Answer and Record, press 5.

   To select Answer Only, press 6.

   You will hear your chosen message, then
   – *'To hear main menu, press 1'*.
   – *'To hear the outgoing message menu, press 8'*.

4. Press *and hold* Del to return to standby.

Re-instate the pre-recorded outgoing message

You can delete your own outgoing message and return to the pre-recorded outgoing message.

Via the base:

1. Press *and hold* Ans. On/Off until you hear, *'Please select outgoing message'* then *release* the button.
2. Select the message you want to delete:
   For Answer and Record, press *and release* ◄Skip.
   For Answer Only, press *and release* Skip►.
3. Your current outgoing message begins to play, during playback press Del.

The message will stop playing and you will hear a confirmation beep. The pre-recorded outgoing message will be then be played back and re-instated.

Via the handset:

1. Lift the handset.
2. Press Menu ✓ *twice*, then press 8.
   You will hear, *'To play outgoing message, press 2'*.
3. Press ▸2. The selected outgoing message will be played.

   During playback, press ✕5 to delete it. The message will stop playing and you will hear a confirmation beep. The pre-recorded outgoing message will then be played back and re-instated.

4 Press *and hold* Volume Del to return to standby.

Using the answering machine via the base

Message playback

1 Press Play. You will hear, *'You have (n) messages'*. Your message(s) begin to play back, starting with the first message received.
At the start of each message, the number of the message is announced and displayed on the base

Press Stop at any time to stop playback.

During playback:

- Press Play, to pause a message, P will flash in the display and you will hear a beep every 10 seconds.
- Press Play *again* to resume playback.
- Press Skip▶ to play the next message.
- Press *and hold* Skip▶ to play the next message at 1½ times the speed (fast playback).
- Press ◀Skip *once* to repeat the current message.
- Press ◀Skip *twice* to play the previous message.
- Press Del to delete the current message.
You will hear, *'Message deleted'*.

If you select a message to be deleted, it will be deleted at the end of playback after the 8 second countdown and confirmation tone.

At the end of playback:

You will hear *'End of messages. To delete all messages, press delete'*. You then have 8 seconds in which you can:

- Press Del to delete all messages, you will hear *'All messages deleted'*.

  Or

- Press Stop to cancel message deletion. This will save any messages you have selected individually for deletion.
  Any messages not deleted will be saved.
  You will hear a beep to confirm when 8 seconds has elapsed.

Call screening

Make sure the volume on the base is set to an audible level, *see page 37*.

When the answering machine is on and takes a call, you can use the loudspeaker to listen to the caller leaving a message. You can then identify the caller and decide whether to take the call in person.

1. Press , or lift the handset off the base, if you want to interrupt and speak to the caller.
   Recording will stop automatically.

Using the answering machine via the handset

You can use your BT Freelance XD 510 for a variety of functions: to listen to your messages; delete, skip forward or backward; record a memo or new outgoing message, and to screen incoming calls.

If you try to access the answering machine via the handset when the base unit is in use the handset display will flash TAM BUSY.

Message playback

1. Press Menu ✓ *twice*. The handset will beep and you will hear the main menu options.
   TAM MENU will flash in the display and the handset will beep.
2. Then press 2 to play all messages.
   Or
   Press 3 to play only new messages.

During playback:

- Press 4 *once* to repeat the current message.
- Press 4 *twice* to play the previous message.
- Press 5 to delete the current message.
- Press 6 to play the next message.

- Press 8 to play the outgoing message menu.

  then:

  2 to play the outgoing message.

  3 to record an Answer and Record message.

  4 to record an Answer Only message.

  5 to select the Answer and Record message.

  6 to select the Answer Only message.

  8 to hear the outgoing message menu again.

  1 to hear the main menu again.

- Press 9 to set a new security code. *(See Remote access, page 50).*
- Press 0 to set the day and time.
- Press 1 to hear the main menu.

At the end of playback:

You will hear *'End of messages. To delete all messages press 5'*.

- Press 5 to delete all messages.

Record a memo

You can record a memo message for another user of your BT Freelance XD 510. Your memo can be up to 12 minutes (maximum recording time), but you should try to keep it short to leave space for other messages.

You cannot record a memo via the base.

1. Press Menu ✓ *twice*.
2. Press 7. You will hear *'Please speak after the tone. To end recording press square'*.
3. Speak your memo clearly into the handset. While recording r will flash in the display.
4. Press # to end recording.
5. Press *and hold* Del to return to standby.

Your memo is now stored and can be played back in the same way as incoming messages.

Call screening

When the answering machine is on and takes a call, if the handset is off the base, the In use light will flash and SCREEN? will be displayed.

Make sure the volume on the base is set to an audible level, *see page 37*.

1. Press Menu to hear the caller leaving their message.
2. If you want to interrupt and speak to the caller press . Recording will stop automatically.

Remote access

You can operate your answering machine from any Touchtone™ phone by calling your BT Freelance XD 510 and entering a 3 digit security PIN.

Using a PIN code prevents other people from accessing your machine without permission.

IMPORTANT
You should change the security PIN from the original setting of 000.

It is advisable to make a note of your new PIN code and keep it somewhere safe.

Change the PIN code

1. Press Menu *twice*.
2. Press 9 .
3. To set a new security PIN code press * .
   You will hear a beep, followed by, *'Please enter new security code after the tone'*.
4. Enter a 3-digit PIN code of your choice.
   The code you enter will be announced.

5. Press # to confirm.
6. Press *and hold* Del to return to standby.

Switch your answering machine on remotely

If you forget to switch your answering machine on, you can do it remotely from another phone.

1. Dial your telephone number and let it ring.
   After 20 rings you will hear your outgoing message.
2. Press *, then enter your security code.
3. Press 7 within 8 seconds. You will hear *'Answer On'* and your answering machine will switch on ready to answer incoming calls.

To check for messages

1 Dial your phone number. When you hear your outgoing message, press *.
You will hear, *'Please enter your security code'*.

2 Enter your 3 digit code. You will hear, *'You have 'n' new messages'* and they will be played back.
If you have no new messages, you will hear, *'You have no new messages, to hear main menu press 1'*.

Time saver
When you ring in to access your messages remotely, if your answering machine is set to time saver and you have new messages it will answer after 2 rings, if you do not have any new messages, it will answer after 6 rings. This means you can hang up after 3 rings knowing you have no new messages, saving you time and the cost of the call.

Your handset will automatically return to standby if no button is pressed for 15 seconds or more.

If you have any new messages they will be played after you have entered your security PIN code.

If you enter the incorrect PIN code you will be allowed one further attempt, if it is still incorrect you will hear 'Thank you for calling' and your BT Freelance XD 510 will hang up.

If no button is pressed for 15 seconds or more your BT Freelance XD 510 will hang up.

Operating your answering machine remotely

When you have accessed your answering machine messages, you can press 1 to hear the remote access main menu options.

Simply follow the instructions you hear:

'To play all messages press 2*'.*

'To play new messages press 3*'.*

'To skip back during messages press 4*'.*

'To delete during messages press 5*'.*

'To skip forward during messages press 6*'.*

'To set answer on or off press 7*'.*

'To hear the outgoing message menu press 8*'.*

'To set a new security code press 9*'.*

'To set day and time press 0*'.*

'To hear main menu again press 1*'.*

Additional handsets and bases

Up to 5 handsets can be registered and used from your BT Freelance XD 510 base. With more than one handset you can make internal calls between two handsets while a third is making an external call, you can transfer an external call to another handset or hold a three-way conversation.

Each handset can be registered on up to 4 bases.

If you have purchased a multiple pack your additional handset(s) will come pre-registered to the base. You can also add to your phone system and purchase the BT Freelance XD 51 which is the additional handset for the BT Freelance XD 510.

Each additional handset you purchase must be registered with the base.

Remember to charge batteries of new handsets for at least 16 hours before use.

If the display shows NOT REG and the symbol is flashing, your handset is not yet registered with the base.

Make an internal call to another handset

1. Press Int then enter the number of the handset you want to call, (1-5).
   The called handset will ring.
2. Press to end the call.

Transfer an external call to another handset

During an external call:

1. Press Int then enter the number of the handset that you want to transfer the call to (1-5).
   Your caller will be put on hold.
2. When the internal handset answers, you can talk to the handset user, then press to transfer the call.

   Or

   If the call is not answered you can speak to the caller again by pressing Int.

3-way conversation

When on a three-way call the call can only be cleared by the handset that set it up.

Press to exit the call.

You can talk to one external caller and an internal caller at the same time on your handset.

During an external call:

1. Press Int. Your caller is put on hold and you hear a tone.
2. Enter the number of the handset you want to transfer the call to.

When the handset is answered, press *and hold* # for about 3 seconds.

3. You can now start your 3-way conversation.
   If the internal handset does not answer, press Int to return to the external caller.
4. Press button to end the call.

Handset Priority

With more than one handset registered to the base, you can select one of the handsets (or the base) to ring first when you receive an incoming call. You can also select the number of rings after which the other handsets will start ringing if the call is not answered.

1. Press Menu to enter the menu.
2. Use ▼ to scroll to SETUP and press Menu.
3. Use ▼ to scroll to PRIORITY and press Menu.
4. Use ▼ to scroll to SELECT and press Menu.
5. Press ▼ to display the option you want, either BASE or the handset number you want, eg HANDSET 3 and press Menu. The display shows RINGS followed by a number between 1 and 9.

6. Press ▲ or ▼ to scroll to the number of rings you want and press Menu.
   PRIORITY is displayed, denoting that handset priority is on.
7. Press Menu to confirm. The display shows ON.

Register a handset to another base

At the base:

1. Press *and hold* Page for at least 10 seconds, until you hear the validation tone (two beeps), then *release* the button.

At the handset:

1. Press Menu to enter the menu.
2. Use ▼ to scroll to REGISTER and press Menu.
   The display will show BS 1 2 3 4 (flashing numbers indicate bases that the handset is already registered to).

Original PIN code 0000.

3. Enter the base number (1-4) that you want to register to.
4. Enter your 4-digit PIN and press Menu.

SEARCH 1, 2, 3, 4 is displayed and the symbol will flash as the handset tries to locate the base. When the handset locates the base, the handset number will be shown on the display.

De-register a handset from the base

Handsets can only be de-registered using another handset.

1 Press Menu to enter the menu.

2 Use ▼ to scroll to SETUP and press Menu.

3 Use ▼ to scroll to DEL HS and press Menu. PIN? is displayed.

4 Enter your 4-digit PIN and press Menu.

5 Press ▲ or ▼ to select the handset you want to de-register (HANDSET 1-5) and press Menu. CONFIRM? is displayed.

6 Press Menu. You will hear a confirmation beep and NOT SUB will be displayed.

Help

Many problems are caused by the telephone and power supply cables being incorrectly connected, not connected at all, or by the power being turned off.

If you are experiencing a problem with your BT Freelance XD 510, check the following:

- That the mains power supply is correctly connected at both the base and at any chargers, and that the power is switched on at the wall socket.
- That the telephone line cord is correctly connected.
- That the handset batteries are installed correctly and charged.

Replacing the handset batteries

After a time, you may find that the handset batteries run out of charge more quickly. This is a standard sign of wear and the batteries will need replacing. *See page 7.*

BT Freelance XD 510 Helpline

0870 605 8047

Call the dedicated BT Freelance Helpline:

- if you are having difficulties using your BT Freelance XD 510
- if you need replacement batteries or mains power lead

Lines open 9am – 5.30pm, Monday to Friday

BT accessories and replacement items

For a full range of accessories and replacement items for BT products please call 0870 240 5522, or visit:

Problems	Possible cause
Replacing the handset batteries	After a time, you may find that the handset batteries run out of charge more quickly. This is a standard sign of wear and the batteries will need replacing. *See page 7*.
No display appears	The batteries may be flat or dead. Recharge or replace the batteries, *see page 7*. The handset may be switched off, *see page 17*.
No dial tone	Check that the telephone line cord and mains power cords are correctly connected.
You cannot link up with the base	Is flashing in the display? If so, you are out of range and will need to move nearer to the base. The batteries may be flat or dead. Recharge or replace the batteries, *see page 7*. Check you have selected the correct base if you are registered to more than one base. *See page 29*.
No ring on the handset	The ringer volume may be switched off, *see page 24*.

Problems	Possible cause
Buzzing noise on my radio, TV, computer or hearing aid	Sometimes, your BT Freelance XD 510 can interfere with other electrical equipment if it is placed too close. It is recommended that you place your BT Freelance XD 510 at least 2-3 metres away from such appliances to avoid any risk of interference.
The charger does not appear to be working	Check that the power adaptor is properly plugged into the charger and the handset has slotted correctly into the charger. Check the handset batteries are correctly fitted. Check the base is plugged into a working socket and that the socket is switched on. Make sure you are using the correct power adaptor: BT Freelance XD 510 base power supply – Item Code 005391. BT Freelance XD 510 charger power supply – Item Code 003313.
Cannot adjust a base setting	Is someone else making changes via another handset? Have you pressed Menu ✓ to confirm your selection?

Problems	Possible cause
The incoming caller's number is not displayed even though I have Caller Display	The caller may have withheld their number.
The caller's name is not displayed even though I have saved it in a Phonebook	Have you stored the full dialling code with the number? – if an exact name/number match is not found the name will not be displayed.
Answering machine does not record any messages	The memory may be full. Play and delete old messages, *see page 45 or 47*.
Answering machine messages have the wrong date and time	Have you set the date and time? *See page 9*.
Cannot access your messages from another phone	Have you changed the security PIN code? *See page 29*. Always keep a note of the new PIN code in a safe place.

General information

IMPORTANT
This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

Safety

General

- Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item code for the base power supply is 005391. The item code for the charger power supply is: 003313 (only available if you have purchased a BT Freelance XD 510 multiple pack).
- For the handset use only approved Nickel Metal Hydride (NiMH) rechargeable batteries. Never use other batteries or conventional alkaline batteries. Recommended batteries should have a power rating of 550mAh 1.2V. Batteries are available from the BT Freelance XD 510 Helpline on 0870 605 8047.
- Do not open the handset, base or charger. This could expose you to high voltages or other risks. Contact the BT Freelance XD 510 Helpline for all repairs.
- Radio signals transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/ intensive care medical equipment.

- It is recommended that if you have a pacemaker fitted, you check with a medical expert before using this product.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.
- Never dispose of the batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals

Cleaning

Clean the handset, base and charger with a damp (not wet) cloth, or an anti-static wipe.

Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight.
- The product may heat up when the batteries are being recharged. This is normal. However, we recommend that you do not place the product on antique/veneered wood to avoid damage.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.

- Do not submerge any part of your product in water and do not use it in damp conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord for the duration of the storm.

Technical information

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any other telephone line. Your BT Freelance XD 510 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephone may not ring.

With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

- Only use approved base power supply – item code: 005391.
- Only use charger power supply – item code: 003313.
- Only use recommended NiMH batteries 2 x AAA, 550mAh 1.2V.

Switchboard compatibility

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone dialling and timed break recall. If in doubt please consult your service provider.

Switchboard external line access code

You may need to enter an access code (e.g. 9) in order to get an outside line. So that the switchboard has time to pick up an outside line, you may also need to add a Pause after the access code.

Automatically insert a pause after an access code

With some switchboards you may need to dial a pause after entering the switchboard access code, e.g. 9, 11 etc. to enable you to get an outside line.

This feature automatically inserts a pause between the access code and the telephone number that you have entered in the Phonebook. However, for this feature to work you must still enter the access code at the front of the telephone number when storing in the Phonebook.

1. Press Menu to enter the menu.
2. Use ▼ to scroll to SETUP and press Menu.

3. Use ▼ to scroll to PABX and press Menu ✓.
4. Use ▼ to scroll to PBX 1 and press Menu ✓. PIN? is displayed
5. Enter your PIN number and press Menu ✓.
6. Enter the access code and press Menu ✓.

Adjust the length of the pause

1. Press Menu ✓.
2. Use ▼ to scroll to SETUP and press Menu ✓.
3. Use ▼ to scroll to PABX and press Menu ✓.
4. Use ▼ to scroll to PAUSE. 3 SEC is displayed.
5. Use ▼ button to scroll to 5 SEC and press Menu ✓. You will hear a confirmation tone.

Recall

The Recall button is used when connected to certain switchboards, e.g. to transfer calls, and for some BT Calling Features or those services available via your network provider.

Dialling mode

You only need to adjust this setting if your switchboard does not operate with tone dialling.

You can change the dial mode to Pulse (with Earth Recall) or Tone (tone with Earth loop recall).

1 Press Menu.

2 Use ▼ to scroll to SETUP and press Menu.

3 Use ▼ to scroll to DIALMODE and press Menu.

4 Press ▲ or ▼ to select either TONE or PULSE and press Menu.

You will hear a confirmation tone.

Guarantee

Your BT Freelance XD 510 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the BT Freelance XD 510, or any component thereof, (other than the batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover the batteries and any faults or defects caused by accidents, misuse, fair wear and tear, neglect, storm damage, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on page 58, or contact the BT Freelance XD 510 Helpline for assistance on 0870 605 8047, 9am to 5.30pm Monday to Friday.

In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact BT's approved repair agent, TecLogic on 01672 564444 or a local qualified repairer.

Returning your phone

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts, including line cords, power supply units, and the original batteries. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the Post Office.

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

Declaration of Conformance

Hereby, Suncorp Technologies, declares that this BT Freelance XD 510 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the BT Freelance XD 510 is published on the web site:- **http://www.suncorptech.com/bt**

For your records

Date of purchase:

Place of purchase:

Serial number:

For guarantee purposes proof of purchase is required so please keep your receipt.

Enter your base PIN here:

[/ / /]

(see *page 29* for more information)

Visit us at www.bt.com

Offices worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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